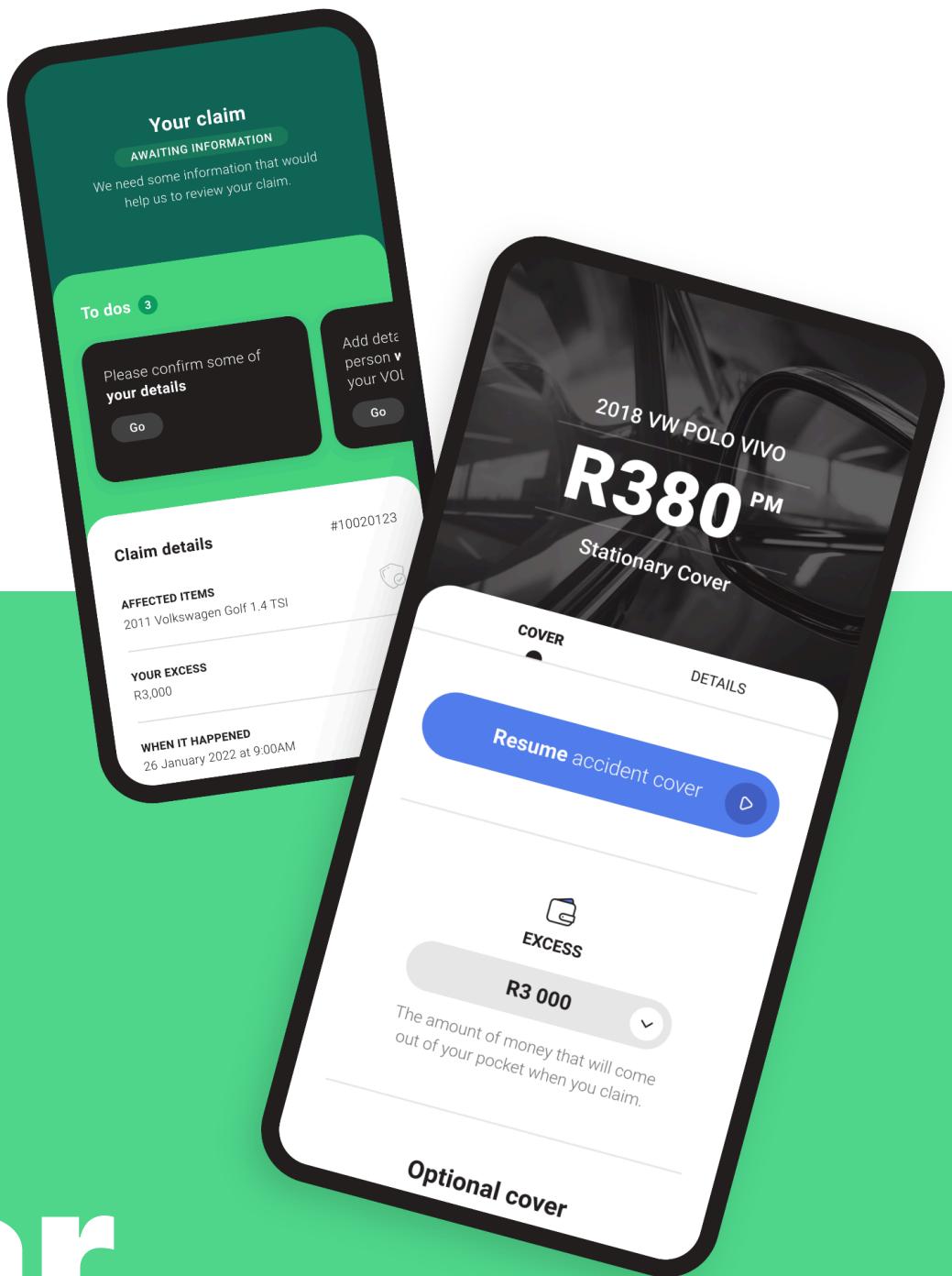


Naked



# Car insurance

Naked Financial Technology Pty Ltd is an authorised Financial Services Provider (FSP 48822). This policy is underwritten by Hollard Specialist Insurance Limited, a Licensed Non-Life Insurer and an authorised Financial Services Provider.

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Hollard.

# Welcome!

This document contains a summary of the cover and details specific to car insurance.

It should be read together with the details of your cover as set out on the Naked Insurance app, and the [Naked Insurance Basics](#) document, which describes the general requirements and cover details that form part of your insurance contract.

If you make any changes to the policy conditions by updating your cover on the app, they will be effective immediately, unless you indicated for the cover on a new item to start on a future date.

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# Cover summary

Read the details of what is covered and not covered from [page 15](#).

	COMPREHENSIVE	STATIONARY	OTHER PARTIES' DAMAGES
 <b>Accidents</b>	✓	✗	✗
 <b>Theft and hijacking</b>	✓	✓	✗
 <b>Mother Nature and more</b>	✓	✓	✗
 <b>Damage to others</b>	✓	✗	✓
 <b>Roadside assistance</b>	✓	✓	✗
 <b>Illegal use</b>	✗	✗	✗
 <b>Commercial use</b>	✗	✗	✗
 <b>Maintenance</b>	✗	✗	✗
 <b>Prior damage</b>	✗	✗	✗

# Cover amounts

	MAXIMUM COVER	EXCESS YOU PAY
<b>Damage to your car (if covered)</b>	Car's retail value (plus value of extras as specified in the app, and shortfall if you have chosen this option)	Level selected  (as shown on the app at the time of the insured event)
<b>Theft of your car (if covered)</b>	Car's retail value (plus value of extras as specified on the app, and shortfall if you have chosen this option)	Level selected (as shown on the app at the time of the insured event)
<b>Damage to your car's windscreen or glass (if covered)</b> Damage to your car's side mirrors or sunroof is covered under "Damage to your car" and the normal excess will apply.		
Done with our prior approval	Total cost of repair or replacement	Claim under R2,000 Excess = 0  Claim between R2,000-R3,000 Excess = claim amount minus R2,000  Claim over R3,000 Excess = R1,000
Done without our prior approval	R2,000	R500
<b>Damage to others (if covered)</b>	Level selected (as shown in the app)	R0
<b>Other benefits (only on Comprehensive)</b>		
Lost keys and remote controls	R5,000	R1,500
Transit cover	Retail value plus specified extras	Level selected (as shown in the app)

	MAXIMUM COVER	EXCESS YOU PAY
Emergency repair after an accident	R5,000	Level selected (as shown in the app)
Transport, towing and storage:		
• Done <b>with</b> our approval	Total cost	Level selected (as shown in the app)
• Done <b>without</b> our approval	R2,000	
Car hire (if selected)	Selected vehicle, for a maximum of 60 days	Level selected (as shown in the app)
Sasria (terrorism and riot cover)	Retail value plus specified extras	As per Sasria cover details (see <a href="#">Naked Insurance Basics</a> )

## Cover conditions

- Your car must be registered in South Africa and it must have a valid licence. Your claim may be affected if your car is not licensed or if its licence has expired.
- Drivers must be licensed:
  - If your car is used in South Africa, the driver must be in possession of a valid South African driver's licence or a valid driver's licence that complies with South African legislation.
  - If your car, covered under this policy, is used in another country, the driver must have a valid driver's licence as required by the country in which your car is used.
  - This includes a person with a valid learner's licence, but only while accompanied by a person with a valid driver's licence.
  - A valid driver's licence is a licence that has not been cancelled, suspended or endorsed.
  - An international driver's licence or permit must be converted to a South African licence within one year of the driver becoming a permanent resident, otherwise the licence is invalid and the driver will be considered unlicensed.

- The code on the driver's licence must allow the driver to drive your car, or to tow the size of load that your car is used for.
- Exercise due care: You must take all reasonable steps to avoid damage to your car by:
  - Avoiding situations with a high risk of accident or loss.
    - This includes being careful in adverse weather conditions such as rain or if the road has many potholes. Travelling at speeds over what is proper for the conditions, such as wet roads, may affect the outcome of your claim.
    - When driving on a 4×4 trail, care should be taken to avoid driving through terrain that could damage your car.
  - Avoid the risk of your car being stolen.
    - By ensuring that your car is locked when leaving it unattended.
    - Adhering to any security requirements as stated on the app.

## Cover options

**Your information on the app will indicate which of these options you have selected.**

You are only covered for the benefits that correspond to the type of cover indicated on your cover summary on the app.

### COMPREHENSIVE COVER

Your car is covered for **theft, hijacking, loss or damage (to the car itself), as well as for third party liability**. You can also choose to add car hire, extras or credit shortfall under "Optional Cover".

### STATIONARY COVER

Your car is only covered **while you are not using it and while it is stored**. Your car is not covered while anybody is driving it. You can also choose to add extras under "Optional Cover".

### OTHER PARTIES' DAMAGE (third party liability)

Cover for legal liability if your car causes **damage to another's property**.

## Comprehensive Cover

This option covers you for Other Parties' Damage as described above, as well as for loss of or damage to your car that is caused directly by the following insured events:

- Accident and collision;
- Weather, including storm, wind, snow, hail, rain, or flood;
- Hijacking, theft or attempted theft;
- Fire, lightning and explosion;
- Earthquake; or
- Malicious damage.

### **Benefits**

The following benefits are automatically included in Comprehensive Cover. We will cover you up to the limits set out in the policy summary:

#### **Keys and remote control units**

The costs reasonably and necessarily incurred to replace or repair keys and remote control units that are lost, stolen or damaged in a specific and identifiable event that is not excluded elsewhere under this policy. This benefit also applies if you suspect that an unauthorised person has access to duplicates.

#### **Transit cover**

While your car is transported by sea, road, railway or air, we will cover your car for loss or damage because of an insured event. This cover includes loading and unloading of the car. Any vehicle used to transport or tow your car by road must be designed for the towing and transporting of other vehicles.

#### **Emergency repair after an accident**

If your car needs emergency repairs to get your car safely back on the road, we will pay back the costs of these repairs. The following conditions apply to this benefit:

- The reason for the repairs must be because of an insured event covered under this policy;
- You must give us a detailed invoice;
- You may only continue with emergency repairs if the total cost of the repairs is less than the limit shown in the schedule;
- If the total cost is more than the limit and you continue with the repairs without our permission, we will not pay back any costs; and
- This benefit is only available within the borders of South Africa.

### **Transport, towing and storage**

If your car needs to be towed away, we will pay the cost of the towing and storage. The following conditions apply to this benefit:

- The reason for the towing must be because of an insured event under this policy, and the claim must be valid;
- The place that your car is towed to and stored at must be within the borders of South Africa;
- We will not limit the amount we will pay if you ask our permission before your car is towed;
- If you do not ask our permission before your car is towed, we will only pay a maximum of R2,000 of the towing and storage costs. The balance will be for your account.
- If we paid for the cost of towing and storage and the claim for the insured event is not valid, you must pay back the amount that we have paid.

### **Windscreen and glass**

We will replace or repair accidentally damaged glass in any fitted windows of your car. Fitted windows include the windscreen, rear window and side windows. The following conditions apply to this benefit:

- We will not limit the amount we will pay if you contact us and we arrange for the replacement;

- If you have glass repaired, or you do not contact us before having glass replaced, we will only pay up to the limit shown in the policy summary; and
- We will only cover damaged glass of a canopy, if it is covered under Extras.

### Trauma counselling

We will pay the cost of professional counselling to help you cope with trauma after an insured event. The following conditions apply to this benefit:

The incident must be reported to the police and you must give us the police case number.

- We will not pay if you are covered under another insurance policy for a similar benefit.
- Cover is limited to R800 per session/visit, and up to a maximum of R4,000 per year. We will reimburse you once we have received proof in the form of either an invoice or letter from the HPCSA registered professional.

**Important:** This benefit does not provide the benefits of a medical scheme and is not a substitute for medical scheme membership.

## Stationary Cover

We will only cover your car while you are not using it and while it is stored in a secure place. For example, a locked garage or security-controlled parking area. We will not cover your car while anybody is driving it.

### Insured events

We will cover your car for loss or damage caused directly by the following insured events:

- Accidental damage (e.g. something falling on it in your garage), but not while anybody is driving it;
- Weather, including storm, wind, snow, rain or flood;
- Hijacking, theft or attempted theft;
- Fire, lightning and explosion;

- Earthquake; and
- Malicious damage.

For example, if you won't be using your car for an extended period, you can save on premium by choosing Stationary Cover for that time. But remember: you should only be on Stationary Cover for periods that the car won't be driven at all. If your car is financed, your finance provider requires that you have comprehensive insurance, and accordingly, you should not switch to Stationary Cover if the car is in fact being driven.

## How your premium works

Every time you choose Stationary Cover by clicking "Pause" on the app, your premium is reduced for the time that you remain on Stationary Cover. Your reduced premium as shown on the app only applies if you stay on Stationary Cover for a minimum of one full calendar day (24 hours extending from midnight to midnight).

For example, if you click "Pause" on the app at 11am on Monday and you change back to Comprehensive Cover at 7pm Monday, your premium will not be reduced. If you change back to Comprehensive Cover at 5pm on Tuesday, your premium will also not be reduced. But if you only change back to Comprehensive Cover at 3pm on Wednesday, you were on Stationary Cover for the whole of Tuesday (a full calendar day). In this instance you would be charged the lower premium for one day.

Every time that you go back to Comprehensive Cover by clicking "Resume accident cover" on the app, your premium goes back to your Comprehensive Cover premium for the time that you remain on that level of cover. Your increased premium for Comprehensive Cover applies from the start of the day that you clicked "Resume accident cover".

For example, if you click "Resume accident cover" on the app at 7pm on the second-last day of the month, you will be charged the Comprehensive Cover premium for two full days, being the day you made the change and the last day of the month.

## How we will debit your account

On your monthly premium collection date, we will collect the full premium for the month assuming that you will be on your chosen cover (Comprehensive or Stationary Cover) until your next premium collection date.

If you change your cover during the month, we will adjust your premium accordingly, assuming that you will remain on this changed cover for the remainder of the month.

- If we owe you premium, then we will either refund the amount immediately or deduct it the next time we debit your account (being either when you switch back to Comprehensive, or on your next monthly premium collection date, whichever occurs first).
- If you owe us premium, then we will either debit your account immediately or add it to the amount we collect the next time we debit your account (being either when you switch back to Comprehensive, or on your next monthly premium collection date, whichever occurs first). The total premium we collect from you for a month will never be more than the monthly Comprehensive Cover premium shown in your summary on the app.

**Let's see how this works in more detail:**

***Comprehensive to Stationary Cover:***

If you change from Comprehensive to Stationary Cover, we will work out the difference in premium for the remainder of the month and the amount we owe you will be deducted from your premium the next time we collect your premium. This could be at your next premium collection date, or it could be the next time you change back to Comprehensive Cover, if that happens before your next premium collection date.

- If you stay on Stationary Cover until your next premium collection date, then the amount we owe you will be deducted from your next month's premium.
- However, if you change back to Comprehensive Cover before your next premium collection date, we will again work out the difference in premium for the remainder of the month.
- If you owe us, then we will debit your account for the difference.
- If we owe you, we will either refund the difference to you or deduct it from your next month's premium on your next premium collection date.

***Stationary to Comprehensive Cover:***

If you change from Stationary to Comprehensive Cover, we will work out the difference in premium for the remainder of the month, and the amount that you owe us will be collected from your account immediately.

- If you stay on Comprehensive Cover until your next premium collection date, then your next collection will be at your next premium collection date.

- However, if you change back to Stationary Cover before your next premium collection date, we will again work out the difference in premium for the remainder of the month.
- If you owe us, then we will debit your account for the difference.
- If we owe you, we will either refund the difference to you or deduct it from your next month's premium on your next premium collection date.

## Other Parties' damage (third party liability)

A third party is another person whose property is involved in an accident with your vehicle. For example, the owner of another vehicle or the owner of property. That person may hold the driver of your vehicle legally liable for the damage caused by your vehicle.

We will cover the following types of liability, including reasonable legal costs and expenses that we agreed to in writing, up to the limit set out in the policy summary:

### **Legal liability for damage**

We will cover you for your legal liability to third parties if your car is involved in an insured event (i.e. an event that would result in a valid claim) that causes damage to the property of any person. This includes damage caused by a trailer (even if the trailer is not insured under this policy) that was attached to the car when the incident commenced, provided that said trailer is not used for transporting business material or in any other way related to business activities (such as advertising).

We will also cover your legal liability to local authorities for damage because of an accident.

### **Other people driving your car**

If someone else drives your car, that person will also be covered for legal liability as described above, if they are not covered for liability under another policy. You must have given the person permission to drive your car.

### **Driving a car that does not belong to you**

We also provide third party liability cover as described above if an accident happens while you (or the person that is specified as the regular driver under this policy) are

driving a vehicle that does not belong to you, but only if the following conditions are met:

- You are the driver at the time of the incident;
- The car is a private car;
- It is not leased to you and you are not in the process of buying the car from a motor dealer;
- The car is not rented;
- The insured event happened in the borders of South Africa; and
- The car is not elsewhere insured for third party liability.

For example, you are covered for legal liability to third parties if you borrow a friend's car that is not insured, and you are in an accident that causes damage to another car.

You are only covered for legal liability, and not for the loss of or damage to the car you were driving, or for any property carried by that car.

**There is no legal liability cover in the following instances:**

- Accidental death of or bodily injury to any other person. In South Africa, this is covered by the Road Accident Fund Act (RAF) and by law you can only claim from the RAF. The only time we will consider a claim is after you've claimed from the RAF and the fund was financially unable to settle your claim.
- Damage to property:
  - Belonging to you, or a member of your household or any person in your employ;
  - In the care, custody or control of you or any other person covered by this policy; and
  - Being carried in or on a caravan or a trailer towed by your car.
  - Loss or damage to a caravan, trailer or another car that does not belong to you while it is towed by your car.
  - Legal costs to defend criminal acts or fines for breaches of the National Road Traffic Act.
  - When you travel outside of South Africa.

# Your cover details

## The value of the car

This is the value from the Auto Dealer's Guide published by TransUnion Auto Information Solutions (Pty) Limited, or any similar publication approved by us.

- It is the price most dealers would be prepared to sell your car for, based on the mileage and condition of the car. It includes any factory-fitted accessories and modifications that are listed in the manufacturer's specification.
- If you want cover for accessories and modifications that are not listed in the manufacturer's specification, you must insure these separately under Extras.
- In the event of a total loss claim, we will base the claim amount on the listed retail value as at the date of the claim event, plus the insured value of all the accessories and modifications listed under Extras, less your excess. However, if we discover that your car has previously been declared a code 3 write-off and has since been rebuilt, we will only pay out 70% of the retail value of the vehicle. You will only have cover for the credit shortfall (as explained above) if you had selected this cover before the incident.

## Who drives the car

The regular driver is the person who drives the car most of the time. The name of the regular driver is set out in your policy summary on the app.

Although we will cover the car when it is being driven by someone else with the permission of the policyholder or the regular driver, you must update your policy profile on the app if someone else starts to use the car more often than the regular driver as indicated in your policy summary. If you don't, we may cancel your policy, reject your claim or apply an additional excess in the event of claim as explained in the [Naked Insurance Basics](#) under "Give us all material information".

## Where the car is covered

We will only cover your car within the borders of South Africa, unless you are travelling as set out below.

We will cover your car for a total of 90 days per year while you are travelling in the following countries: Angola, Botswana, Kenya, Lesotho, Malawi, Mozambique, Namibia, Eswatini, Tanzania, Uganda, Zambia and Zimbabwe.

If your car is damaged outside the borders of South Africa, you must bring the car back to South Africa at your own cost before we will consider the claim.

There is no legal liability cover when you travel outside South Africa. You must take out separate third party liability insurance cover when you travel outside South Africa.

## What the car is used for

You must tell us what you mainly use your car for, as set out below. We will set this out on the policy summary. You must update your information on the app if anything changes.

### **Private use**

You use your car for private, domestic and pleasure purposes. This includes travelling to and from your place of work, and occasionally making a trip for business. However, it excludes an occupation where your car is an essential part of doing your job, like a sales representative or consultant for which travelling to different clients is required.

### **Business use**

This means you use your car for private, domestic and pleasure purposes, and your car is an essential part of doing your job. On average you have more than two (2) work-related trips per week (other than driving to the office from home). You do NOT use your car for transporting staff, materials, stock, tools, equipment, or paying clients (any of those would be classified as commercial use, which we do not cover).

## Important info

### Vehicle inspection (car selfie)

You must submit an inspection of your car (called a "car selfie" or "selfie"), by using the Naked Insurance app. This means taking pictures or videos of the car and supplying us with any supporting information that we ask for, to confirm to us that the car exists and is in good condition.

You must submit a selfie promptly after your cover starts.

- We use the selfie to verify the condition and existence of your car at the start of your cover and to determine if we can insure it.
- Without the selfie, we may be unable to approve your claim, as we can't confirm the car's condition or existence at the start of your cover. In this case, we may void your cover and refund your premiums, meaning it will be as if your car was never insured.
- We may also ask you to submit a car selfie when you change your cover from Stationary Cover to Comprehensive Cover.

## Tracking device

Some cars need to be equipped with a tracking device that includes vehicle recovery service. If this requirement applies, it will be shown as part of the quote summary and in your policy summary on the app. We may use any available information stored on your car's tracking device to assist us in validating the circumstances of a claim.

### **We will not pay a claim for theft or hijacking unless:**

- The tracking device was in working order at the time of the incident;
- Your contract was active at the time of the incident;
- You kept to the conditions of that contract; and
- You reported the theft or hijacking to the tracking company immediately after the incident.

## Cooling-off rights

If you want to cancel cover in the first 31 days and you want it backdated to when you started we will gladly refund you the full premium, but only if you haven't claimed.

# Optional

## Car hire

### **Optional on Comprehensive Cover**

The car hire benefit is an optional benefit if your car is covered under Comprehensive Cover. You must choose to be covered for this benefit and pay the extra premium.

### **When we will arrange a rental car**

- We will arrange for you to rent a car if we accept a claim for loss or damage to your car, except for claims under the Windscreen and glass benefit.
- If your car is still drivable, the rental car is only available from the date that your car is dropped off at our repairer.
- You may use the rental car from the date your claim is accepted until the earliest of the following:
  - The end of 60 days;
  - The date that the repairs on your car are finalised;
  - The date that we settle a claim for a total loss (i.e. make the payment);
  - The date that we return your car to you, if it is recovered after theft or hijacking; or
  - The date that we reject your claim.

### **What the car hire benefit includes**

The car hire benefit includes the following:

- A car that is listed in the car hire group that you chose, as set out in the cover summary on the app;
- Unlimited kilometres;
- Airport surcharge for rentals from an airport; and
- Tourism levy.

## **What you are responsible for**

You are responsible for the following:

- The admin fee and refundable fuel deposit required by the car hire company;
- All fuel deposits, fuel and running costs, including toll fees;
- The insurance excess charged by the car hire company for loss or damage to the rental car;
- Traffic or speeding fines while the rental car is in your custody and control, until it is returned;
- Delivery or collection charges for distances longer than 25 kilometres from the nearest car hire company contracted by us; and
- Costs after the rental car has been in your custody and control for longer than the allowed period set out above.

## **Special conditions**

- You must sign all documentation required by the car hire company because the rental agreement is between you and the car hire company contracted by us.
- Only the person who received permission from the car hire company may drive the rental car. That person must be in the possession of a valid driver's licence.
- We will not pay the cost of the car hire if you do not keep to the terms, conditions and insurance requirements of the car hire company.

## **Extras**

### **Optional on Comprehensive and Stationary Cover**

You must let us know if any extra equipment ("extras") have been fitted to your car, and specify the value of the extras on the app. The extras may either be factory-fitted or non-factory-fitted and may include equipment like tow bars, sunroofs, and upgraded sound systems.

You will only be covered for extras that are included in your policy snapshot, up to their insured value. These extras will also only be covered if they are not listed in the manufacturer's specification and are therefore not included in the retail value of your car. For extras not fitted by the car manufacturer as standard factory-fitted equipment, you must provide proof of purchase and ownership to help us process your claim.

# Credit shortfall

## **Optional on Comprehensive and Stationary Cover**

This is an optional benefit if your car is financed and insured for Comprehensive or Stationary Cover. You are only covered if you selected this cover and you had been paying the premium, prior to the incident, as per your selection on the app.

### **What this covers**

If your car is a total loss and you are still paying it off, there might be a difference (shortfall) between the insured value of your car and your outstanding loan amount. This benefit covers you for that shortfall.

### **The outstanding loan amount**

The outstanding loan amount is what you owe to a financial institution under a finance agreement as defined in the National Credit Act.

### **What we do not cover**

The total amount we pay to the financial institution will not cover your full outstanding loan amount, because the following is not covered:

- The excess due on your car claim under the Comprehensive or Stationary Cover.
- Any amounts that we may deduct from your claim under the Comprehensive or Stationary Cover because there is no cover or limited cover, such as towing, storage and release fees where you did not arrange towing through us.
- Instalments which are in arrears and any interest on them.
- Any early settlement penalties.
- Any extra fees charged by your financial institution.
- Any amount noted on the finance agreement for service or delivery.
- Premiums for insurance, motor warranties and maintenance plans. These must be refunded to you by the administrator of the policy or warranty.
- Amounts added to the initial loan amount of your finance agreement after your car's cover start date, and any finance charges and interest on it.

- If you make any changes to your finance agreement after your car's cover start date, and these changes result in a higher outstanding loan amount, then you are only covered for the original outstanding loan amount before the changes were made.

## What we will pay to the financial institution

When we settle your claim, our total payment to the financial institution will be calculated as follows:

- Comprehensive or Stationary Cover: The retail value of your car at the time of the incident; plus
- Accessories and modifications: The insured value of any Extras that you've added; plus
- Credit shortfall: The difference between your outstanding loan amount and the total of the above; less
- The total of any costs that are not covered as shown above.

# Emergency assistance

## Introduction

The following emergency assistance benefits are designed to help you when you are faced with unexpected incidents. These services are available 24 hours a day, 365 days a year.

### IMPORTANT

You must always contact us for assistance. If you do not, we might not pay the full cost.

The best way to contact us is on the **Naked Insurance app**, or by calling the helpline:



0860 995 125

### Need assistance?

Tow truck



Roadside assistance



Emergency home assistance



Make a claim



## Specific conditions

### **The following conditions apply to the accident emergency and roadside assistance:**

- Your car must be insured with us for Comprehensive Cover or Stationary Cover to qualify for Emergency Assistance;
- This service is limited to an overall limit of R5,000 or 2 incidents of roadside assistance and towing costs for every continuous 12-month period;
- Any further assistance required will be for your account; and
- The limit does not apply to towing following an accident if it is covered under this policy and if you use our appointed service provider (get our approval through the app or on 0860 995 125).

- Access to this service may be limited if your car is on a recognised 4×4 off-road trail or driven away from public, prepared or graded private roads. Additionally, if the location of your car is inaccessible to assistance vehicles without 4×4 functionality, Emergency Assistance will not be available to you.

## Roadside assistance

**You have access to the following services in the event of a roadside emergency if you are stranded within the borders of South Africa:**

- Flat battery (jump-start only - replacement of the battery will be for your account). Limited to call out fee and 1 hour of labour.
- Flat tyre (help with change of tyre). Limited to call out fee and 1 hour of labour.
- Keys locked in the vehicle (unlocking only). Limited to call out fee and 1 hour of labour.
- Fuel assistance (fuel will be for your own account). Limited to call out fee.
- Minor roadside - running repairs (electrical, coil, immobiliser, etc.) Limited to call out fee and 1 hour of labour.
- Tow-in service to the nearest approved dealership (if the car is still under warranty) repair centre or panel beater in the event of:
  - Mechanical breakdown – Limited to the cost of the first tow.
  - Electrical breakdown – Limited to the cost of the first tow.

## Hotel accommodation

Where the breakdown (not accidents covered under this policy) has occurred outside a radius of 100km from your normal place of residence, resulting in an overnight delay, we will arrange hotel accommodation for the occupants of the vehicle (up to a maximum of four people). Cover up to R500.

## Car rental

If the circumstances of the problem entitles you to the hotel accommodation benefit but you would prefer to continue with your journey immediately, we will arrange for a rental

car to enable you to reach your destination. This is subject to your qualifying for a rental vehicle in terms of the car rental company's general terms and conditions. We will only pay for the rental charge, up to R500, subject to availability. Other costs will be for your own account.

## What is not covered

We will not pay a claim for loss, damage or liability for or because of any of the following:

- While your car is in the custody and control of the motor trade for any reason except for valuation purposes or the overhaul, service or repair of your car. For example, if your car is parked at the dealer while the dealer is trying to sell it for you.
- Uses of your car: No cover for loss or damage while using your car in any of the following instances:
  - Using your car to give driving lessons for which you or the driver of the car receive payment.
  - Using it to carry or tow a load that is greater than what it is designed or licensed for.
  - Using it to carry explosives or hazardous goods, unless it is for your own personal domestic use and you do not need a formal permit – for example, a gas cylinder for your stove or acid for your pool. Examples are nitroglycerine or dynamite, hazardous chemicals or compressed gas, gas in liquid form, hazardous waste or liquid petroleum.
- In connection with any performance tests, trials or for performance demonstration purposes.
- During any motor sporting activity, or while it is being tested for any motor sporting activity.
- On a motor sporting circuit or track of any kind, unless during an advanced driving course where all of the following apply:

- The driving course is accredited by the Advanced Driver Training Industry Board of South Africa (A.D.T.I.B of S.A).
  - At the time of the accident, the driver is under the instruction of the approved and accredited driving school instructor.
  - The accident happens while the driver is following the instructions of the driving school instructor.
- Using your car outside of South Africa in a listed country for longer periods than 90 days.
- Alcohol, drugs and driver behaviour. No cover while your car is driven or being towed in any of the following instances:
  - The driver is under the influence of alcohol, or the alcohol content in the driver's body exceeds the legal limit.
  - The driver is under the influence of drugs or medication unless it is prescribed by a doctor and is taken in the correct dosage.
  - The driver refuses to submit to any test to determine the level of alcohol or drugs in their body, such as blood, urine or breathalyser tests.
  - The driver leaves the scene of the accident unreasonably or unlawfully.
  - The driver exposes the car to situations that clearly have a high risk of loss or damage, for example making a U-turn on a highway.
  - The driver drives at a speed above the applicable legislated speed limit and the accident is as a result of the speed at which the car was travelling.
  - For the purposes of this exclusion, driver means any of the following people:
    - You, the regular driver or a permanent member of your or the regular driver's household.
    - Any other person driving your vehicle with the permission of the following people:
      - You or the regular driver; or
      - An adult of your or the regular driver's household.

- Damage to tyres: No cover for loss of or damage to your car's tyres caused by braking, punctures, cuts or bursts, unless the rim or another part of your car is damaged in the same event.
- Mechanical and electrical failure unless caused by an insured event.
- Theft of spare wheel: No cover for the theft of a spare wheel located outside your car, unless it is secured by a lock, or unless it can only be released from inside your car.
- Any resultant loss or damage that was caused because you continued to drive your car after an insured event.
- The cost to repair any pre-existing or old damage, faulty workmanship or incomplete repairs that were in existence prior to the insured event.
- Theft of sound equipment: No cover for the theft of sound equipment from inside your car unless there has been forcible or violent entry into your car.
- Remote jamming: No cover for loss or damage caused by anyone gaining access to your car using remote jamming unless there is CCTV footage available.
- Un-roadworthy cars: No cover for loss or damage caused directly because your car does not meet the roadworthy requirements of the applicable National Road Traffic Act.
  - **For example:** Tyres that are below the legal thread limit, impact the distance before your car comes to a complete stop in wet road conditions. If you are in an accident and our investigations show that the accident could have been prevented if your car's tyres were within the legal thread limit, we will reject your claim.
- Further loss or damages that you may suffer as a consequence of the insured event.
  - **For example,** if your car is in an accident on the way to the airport, we will cover you for the damaged car (if insured under this policy). We will not pay for any loss you may suffer because you missed your flight.
- Insured property that is covered against an insured event by any guarantee, service contract, purchase contract or any agreement of any type.
- We do not cover any liability because of a written or verbal agreement you entered into unless liability would have attached regardless of the agreement.

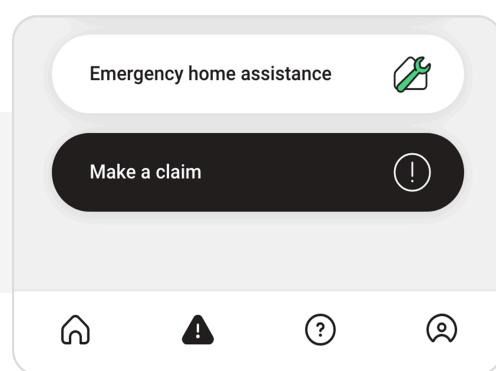
- We do not cover any loss or damage to your car because of defective design, workmanship or materials, including any expenses to correct a fault in the design or construction of the car.
- We do not cover you for any loss, damage or costs because the police or any other authority legally took possession of your insured property for any period.
- Theft by false pretences or scams: We do not cover any loss or damage if you are tricked by any means into parting with your insured property, such as through a scam or theft by false pretences.
- Electricity grid failure: There is no cover for loss, damage, any amount of any kind, or liability that is caused (in any way) by electricity grid failure, which is defined below:
  - Electricity grid failure is an interruption to or suspension of electricity supply, in any manner and from any source, and for any reason (including damage and any inability and/or failure on the part of the supplier) which affects an entire municipality (including local, district, regional or any other level that is created by law) or province or the country at substantially the same time, including any interruption, power surge or suspension at the reconnection or reinstatement of electricity supply.
  - This exclusion also applies to consequential losses in respect of any public utilities that are affected by electricity grid failure, including but not limited to, the disruption of water, telecommunications and sewage systems. It also applies to other consequential losses, such as the deterioration of any food or other items.
  - This exclusion does not apply to power surges caused by Loadshedding (defined below) which remains covered subject to the terms and conditions in your policy.
    - Loadshedding is the intentional, total or partial, withholding of electricity supply (from any source) by any party other than the insured, implemented in phases, which do not affect a municipality (including local, district, regional or any other level that is created by law) or province or the country at substantially the same time.
- Gradual deterioration: We do not cover loss or damage caused by gradual deterioration. We specifically do not cover loss or damage caused by any of the following kinds of gradual deterioration:
  - Wear and tear from the ordinary day-to-day use of your car;

- Exposure to natural forces such as sunlight and rain;
  - A slowly operating cause such as rust, corrosion or decay;
  - Any cause that was not sudden and unforeseen; or
  - Lack of maintenance.
- Loss or damage caused by domestic animals that belong to you or anyone living at your risk address. We also do not cover loss or damage caused by vermin (except for monkeys and baboons. Vermin are animals and insects that can be harmful and difficult to control when they appear in large numbers. Vermin include moths, termites or any other animal or insect classified as an invasive species.
- Losses covered by legislation: This is for any event where compensation is provided for by written law in South Africa or any other country where this policy might apply. An example in South Africa is the Road Accident Fund Act.
- Using your vehicle for commercial travelling or as a tool of trade, for example:
  - Using your vehicle as a courier or delivery vehicle.
  - Renting out your vehicle for use by others.
  - Using your vehicle to carry passengers for reward, such as a taxi or limousine (excluding lift clubs).
  - Using your vehicle to carry out your trade, such as plumbers, electricians, builders, garden services, farmers, etc.
- Trade and economic sanctions: We cannot provide cover and we will not be liable to pay any claim or provide any benefit if that means we would not comply with any sanction, banning or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, as well as United Kingdom or United States of America, provided that these are not in contradiction to the legislative requirements applicable to us. If we find out that you are subject to such sanctions, we will cancel your policy from the policy start date or the date that you become subject to sanctions. We will refund any premiums paid by you and will not pay any claims.
- Nuclear events and substances: These are risks associated with the nuclear industry in general. We do not cover any event related to radioactive or nuclear material in any way.

- War, terrorism, riots and protest actions: This includes any loss or damage related to or caused by war, terrorism, riots, protest actions, public disorder or any attempted act of this kind. In South Africa, these types of events are covered by Sasria SOC Limited. Please refer to the Sasria section at the back of your policy at the back of the [Naked Insurance Basics](#) document for an explanation of your Sasria cover.
- Cyber incidents: We do not cover any kind of loss, damage, liability or costs which are directly caused by a cyber incident. A cyber incident is any of the following which affects the processing, use or operation of any computer, network, backup facility or electronic data:
  - Programming or operating errors by any person or persons.
  - Unauthorised or malicious acts regardless of the time, place or whether it is a threat or a hoax.
  - Malware and similar mechanisms, which are specifically designed to disrupt, damage or gain unauthorised access to a computer system or electronic data, such as viruses, worms, Trojans, logic bombs, spyware, ransomware and denial of service attacks.
  - Any unintentional failure, however minor, of any computerised system which is not directly caused by physical loss or damage.

# Claim

Go to "Make a claim" on the Naked Insurance app and follow the prompts.



## How to claim

- Report theft, hijacking, accidents and any criminal acts to the police within 24 hours.
- You must advise us within 72 hours, but not later than 30 days of the loss or damage taking place.

- You must send us the evidence and other documents we ask for within the time that we will give you.
- You must get our permission in writing before repairing your car. This does not apply to emergency repairs to your car, or for expenses to safeguard your car, up to the limit set out in the policy summary.

## **Be aware of your responsibilities on third party liability claims:**

- A third party liability claim happens when another person holds you legally liable for damage to their property which was caused by an accident involving your car, motorbike, trailer or caravan insured under this policy.
- You must tell us immediately after you become aware of any action or possible action against you, for example, if you receive a summons from the court.
- You must never do any of the following because it may affect your claim:
  - Never admit guilt, fault, or liability, or incur any legal costs without first getting our permission.
  - Never offer or negotiate to pay a claim.
  - Never accept any offer from another person for any damage that you want to claim for under this policy.

Please read the section called "Third party claims process" in the [Naked Insurance Basics](#) document for a full explanation of how the third party liability claims process works and what your responsibilities are.

If the steps above are not followed, or you do not send us the information we ask for within the time we gave you, we will reject your claim.

## How we settle claims

### **We may decide whether to repair, replace or write your car off**

If we accept a claim for your car, we may decide whether to repair, replace, or deem the car a total loss. Our decision will be based on the extent of the damage, the cost of repairs, and the overall condition and value of the car.

#### **If we decide to repair the car**

- We will arrange for repairs to be carried out by a qualified repairer. The repairer will repair your car to a condition substantially the same as its condition immediately before the event.

- The quality of the workmanship and the materials used by our repairer are guaranteed for as long as you own the car. This guarantee does not include wear and tear, rust, corrosion or depreciation.
- If you are concerned about the quality of the repairs to your car, you must tell us and make your car available to us for inspection.
- We will not pay for any work to your car to correct repairs, unless we gave you our permission before the work was done.
  - If you would like to proceed with a private repairer (that is not included on our panel of approved repairers) you will need to provide us with a quote from your preferred repairer. If we agree, we will settle the claim in cash by paying for the lowest quote between our repairer and your repairer. Should you choose to proceed privately, we will not be liable for any consequential loss or damage following the repair to your vehicle.

### **Replacement parts**

- If your car is still covered by the manufacturer's warranty we will repair your car according to the manufacturer's specifications. If we replace windows we may use glass which was not produced by the original manufacturer. The glass will meet the South African Bureau of Standards (SABS) safety and quality standards.
- If your car is no longer covered by the manufacturer's warranty, a service or a motor plan, we may use:
  - New parts;
  - Parts which are consistent with the age or condition of your car; or
  - Approved alternative parts.
- If any damaged part forms part of a set (for example side mirrors), we will only pay for the replacement of the actual part that is damaged.
- If any part or accessory is no longer available from the manufacturer or is not available in South Africa, we will only pay the cost of:
  - A similar part or accessory that is available; or
  - The last listed price of the part or accessory that is no longer available.
- We are not responsible for any additional costs because of a delay in the supply of parts or accessories.

### **You must start repairs within three months**

Repairs must start within three months from the date on which we approved the repairs. If you only take your car in for repairs after the three-month period, then we will only pay the amount that we agreed to as at the date of our approval. You will then have to pay any balance.

### **Total loss claims**

#### **Cars younger than 12 months:**

If your car is insured for its retail value, we may choose any of the following methods to settle your claim:

- Replace: We may replace your car with a used car which is similar to or better than your car which was stolen or written-off. If your car is still financed, remember that your financial institution's interest still takes priority. We will explain the process to you at the claim stage and we will only replace your car if you agree to it. We will only do this if the following applies:
  - You are the first registered owner of the car.
  - Your car is less than 12 months old from the first registration date at the date of the insured event.
  - Your car has less than 30,000 kilometres on its odometer at the date of the insured event.
  - In the case of your car being stolen, it was not recovered within 30 days.
- Cash: We may pay the retail value at the time of the incident of a car that is the same or similar make, model and specification (if the same model is not available).

If we choose to replace your car, and you choose not to proceed with the replacement, the maximum amount that we will pay will be the retail value of the replacement car that we were able to source.

#### **Cars older than 12 months:**

If your car is older than 12 months from its first registration at the date of the insured event, we may settle the claim in cash as explained below:

- Cash: We will settle the claim in cash by transferring the money into your bank account. If your car is still financed, remember that we will first pay the financial institution as explained in the [Naked Insurance Basics](#).

#### **Cover ends after a total loss:**

Cover for your car ends if it is stolen and not recovered, or if our claims decision is to treat it as a write-off. If your car is written off, it becomes our property.

In the event of a total loss, you will need to courier any documents or items requested by us to our offices and the cost will be for your account.

## **What you must pay**

You may have to pay an excess. This is the first amount that you must pay towards a claim under this policy.

The amount you choose as basic excess, as indicated at the time of the incident on your profile in the Naked app, is the maximum excess you will pay per incident. The excess levels for smaller claims are shown on [page 5](#) of this document.

If you have to pay an excess, we will tell you when to pay the excess to the service provider. We may also deduct the excess from the amount we pay.

If you do not agree with our claims decision, please refer to the steps set out on [page 34](#).

## **How we handle claims in neighbouring countries**

If you have a valid claim, we may decide either to have the car repaired in the country concerned or let you bring it back to South Africa for repairs. You usually sign an agreement at the border stating that you are responsible for removing the car from that country when returning to South Africa.

- We will not pay for the following:
  - Theft of parts or accessories while the car is left unguarded at the scene of an accident unless this is out of your control.
  - The cost to bring your car back to South Africa.
  - Any government-imposed duties, customs, charges or stamps.
  - If the car is a write-off and you do not bring it back to South Africa, we will deduct the value of the salvage from your payout.

- The value of the salvage will be the amount we would have received for it in South Africa.
- You will remain the owner of the salvage and be responsible for complying with any local government requirements.

This means that the Salvage belongs to us after a claim condition as set out in the [Naked Insurance Basics](#) document does not apply in this instance.

# Complain

While you may contact the Ombuds at any time or take legal action against us within 270 days of receiving a claims decision, we would encourage you to please contact us first and follow the two-step process below.

## **Step 1: Complain to Naked**

### **STEP 1.1**

Use the questions or comments chat functionality on the app.

### **STEP 1.2**

Speak to one of our customer care specialists on 0860 995 125. We're available 8am to 4pm on weekdays and 10am to 2pm on weekends. Alternatively, email us at [help@naked.insure](mailto:help@naked.insure).

### **STEP 1.3**

If required, ask to speak to a manager to further discuss your concerns.

### **STEP 1.4**

If, after speaking to a manager, your complaint is not yet resolved, you can take the matter further by writing to our internal dispute resolution committee at: [complaints@naked.insure](mailto:complaints@naked.insure).

*Your concerns will be **investigated by a person with full authority to deal with the complaint** and we will inform you of the outcome within **15 working days** of receiving your letter.*

## **Step 2: Complain to Hollard**

*If your complaint is not resolved to your satisfaction by your intermediary (Naked), please follow the process below.*

### **STEP 2.1**

#### **Complain to Hollard**

**Unresolved complaints:** If your complaint is not resolved by Naked, please contact us on our dedicated complaints contact details and we will do our best to find a solution to your complaint.

**Claims:** If we do not accept a claim or if you don't agree with the amount of the claim, you may ask us to review our decision within 90 days of the date that you received our decision.

**P** | 011 351 2200 on weekdays between 8am and 5pm

**E** | [hollardinsurecomplaints@hollard.co.za](mailto:hollardinsurecomplaints@hollard.co.za)

### **STEP 2.2**

#### **Complain to Hollard's Internal Adjudicator**

If you are still unhappy after you have asked us to review our claims decision, you may email Hollard's Office of the Internal Adjudicator (OIA). The Internal Adjudicator will investigate your complaint objectively and independently.

**P** | 011 351 5652 on weekdays between 8am and 5pm

**E** | [oia@hollard.co.za](mailto:oia@hollard.co.za)

**F** | 011 351 0801

### **STEP 2.3**

#### **Complain to the Ombuds**

If you are still unhappy after contacting us, you may send your complaint to the following Ombuds, depending on the nature of your complaint.

- Complaints on how this policy was sold to you**

If you have a complaint about how this policy was sold to you and your complaint is not resolved to your satisfaction by Hollard or your intermediary (Naked), you

may contact the FAIS Ombud. You must do so within six months after receipt of the final response to your complaint from Hollard or your intermediary (Naked).

### ***FAIS Ombud***

**A** | PO Box 41  
Menlyn Park  
0063

**P** | 012 470 9080  
011 726 5501

**E** | [www.faisombud.co.za](http://www.faisombud.co.za)  
[info@faisombud.co.za](mailto:info@faisombud.co.za)

- **Any other complaints that are not related to how the policy was sold**

The National Financial Ombud Scheme South Africa NPC (NFO) provides a free service that would assist with an independent review of your complaint, you may send your complaint to the NFO at the following details:

### ***The National Financial Ombudsman Scheme South Africa***

**P** | 0860 800 900

**E** | [www.nfosa.co.za](http://www.nfosa.co.za)  
[info@nfosa.co.za](mailto:info@nfosa.co.za)

**A** | NFO JHB Office  
110 Oxford Rd Houghton  
Estate Johannesburg  
Gauteng  
2198

**NFO CPT Office**  
Claremont Central Building 6th  
Floor  
6 Vineyard Road  
Claremont Western Province  
7700

## **STEP 2.4**

### **Take legal action**

You may take legal action against us **within 270 days of the date that you received our claims decision**. To take legal action, summons must be served on us. If this is not done in time, you may lose your right to claim. The NFO has the power to condone non-compliance with the time period if good cause can be shown. You may also choose to take legal action against us without first asking us to review our claims decision or contacting the NFO. If you take legal action against us before contacting the NFO, you can only approach them for assistance after you have withdrawn the summons against us.

# Insurer and other service providers

Intermediary & Administrator	Insurer
<p><b>Naked Financial Technology Pty Ltd</b></p> <p>9 Gordon Hill Road, Parktown, 2193 <a href="mailto:help@naked.insure">help@naked.insure</a> <a href="http://www.naked.insure">www.naked.insure</a></p> <p><b>Compliance Officer:</b> Masthead (Pty) Ltd practice number 67.</p>	<p><b>Hollard Specialist Insurance Limited ("Hollard")</b></p> <p>PO Box 87419 Houghton, 2041 Hollard Villa Arcadia 22 Oxford Road Parktown, 2193 011 351 5000 <a href="http://www.hollard.co.za">www.hollard.co.za</a> <a href="mailto:compliance@hollard.co.za">compliance@hollard.co.za</a></p>

Naked Financial Technology Pty Ltd (Reg. No. 2016/427911/07) ("Naked") is an authorised Financial Services Provider, licensed for providing intermediary services for Non-Life Insurance: Personal Lines. Naked acts as the intermediary between you and Hollard, represents you in your dealings with Hollard and "binds" and administers various aspects of your policy and potential claims on behalf of Hollard, within mandates. In terms of the signed binder agreement with Hollard, Naked may:

1. Enter into, vary and renew policies – this includes making the policy wording and policy summary available on the app and accepting risk on behalf of Hollard.
2. Determine the premiums – this includes calculating your premium based on your specific circumstances.
3. Determine policy benefits – this includes deciding which limits apply to certain benefits.
4. Settle all valid claims – this includes assessing and paying claims on behalf of Hollard.

Naked may not reject claims, nor may they cancel policies. This may only be done by Hollard. Naked is an authorised Financial Services Provider (FSP 48822) with Professional Indemnity insurance in place.

Naked Financial Technology:

- Receives a binder fee for performing the above-mentioned binder functions, as shown in the Financial details section below.
- Does not own more than 10% of the shares of the product supplier.
- Only sells products from one product supplier, being Hollard. Accordingly, it expects to earn more than 30% of its income from Hollard.
- Has a complaints policy and a conflict of interest management policy in place. It is accessible at: <https://www.naked.insure/complaints-resolution>
- Has a related party (shareholder) that owns special preference shares in Hollard Specialist Insurance Company in terms of a cell captive structure. In terms of the Shareholders Agreement, Naked's shareholders may earn dividends annually based on the underwriting profits of the Naked business placed with Hollard.

Hollard Specialist Insurance Limited (Registration number 1966/007612/06) ("Hollard") is a Licensed Non-Life Insurer and an authorised Financial Services Provider. Hollard has Professional Indemnity insurance and Fidelity Guarantee insurance in place.

## Sasria

Insurance companies do not provide cover against loss or damage caused by special risks such as politically motivated malicious acts, riots, strikes, terrorism and public disorders. The insurer that provides cover for these kinds of events in South Africa is Sasria. Sasria SOC Limited (Reg. No. 1979/000287/30) is a licensed Non-Life insurer and an authorised Financial Services Provider.

A portion of your premium is paid to Sasria. Read the Sasria policy wording at the end of the [Naked Insurance Basics](#) document for more details.

### **Sasria's contact details are:**

**A** | PO Box 653367, Benmore, 2010

**F** | 011 447 8630

**A** | 36 Fricker Road, Sandton, 2196

**E** | [contactus@sasria.co.za](mailto:contactus@sasria.co.za)

**P** | 011 214 0800 or 0861 727 742

**W** | [www.sasria.co.za](http://www.sasria.co.za)

Compliance officer:  
Mr Mziwoxolo Mavuso

Complaints:  
[contactus@sasria.co.za](mailto:contactus@sasria.co.za)

**Claims**  
Please submit all claim documentation to Hollard.

# Financial details

The maximum cover amounts and excesses (as shown in this summary document and on your app) are inclusive of VAT at 15%.

Your total premium is shown on your app and is inclusive of VAT at 15%. It also includes the cost of car hire and cover for extras, where applicable.

<b>How your total premium is broken down:</b>		<b>PREMIUM SPLIT</b>	<b>EXAMPLE</b>
<b>Premium to Sasria for riot &amp; terrorism cover**</b>		<b>R2 per month</b>	If your total premium is R502 pm (incl VAT)*
<b>Rest of the premium (including the cover for extras)</b>			<b>R500</b>
<b>Naked Financial Technology Pty Ltd</b>		<b>21.5%</b>	<b>R107.50</b>
Commission for intermediary services		12.5%	
Binder fee for binder functions and policy administration		9%	
<b>Hollard Specialist Insurance risk premium</b>		<b>78.5%</b>	<b>R392.50</b>
<b>VAT (Included in all amounts)</b>			
Sasria		15%	R0.26
Naked		15%	R14.02
Hollard		15%	R51.20
<b>Total VAT</b>			<b>R65.48</b>

\*Your actual premium (together with the latest version of the details of your cover) can be seen on the cover summary screen on the app.

Please ensure that your details (information you provide for us to determine the premium), as shown on the app, are up to date. If they are not, your claims may be affected.

Please review the rest of this policy wording for the full details of your cover, including all the instances when we won't pay a claim (exclusions).

\*\*The Sasria premium includes commission payable to Naked and a fee payable to Hollard as explained under the Sasria section in the [Naked Insurance Basics](#) document.